



### Procedure 9.8 Service Standards Statement

<b>Prepared by</b>	Chris McLean	<b>Reviewed by</b>	Selin Doyan	<b>Approved by</b>	Canan Ejder
<b>Review No</b>	4	<b>Next Review Date</b>	Feb 2027	<b>Approved on</b>	27/02/2026

DAL is dedicated to providing teaching. Learning and assessment to the highest possible standards to enable learners to achieve their full potential. We endeavour to give a reliable standard of service, including taking the greatest care to ensure consistency and reliability of our academic provision:

- You will always receive a friendly welcome
- We will listen carefully to your requirements and provide the best possible solution
- We will aim to provide excellent support throughout and would hope to exceed your expectations
- We will actively seek feedback and measure it against our service standards

As an education provider, our qualifications have been designed to provide up to date knowledge, skills and understanding to all prospective learners. The qualifications we offer lead to award certificates and diplomas from the relevant awarding bodies. The course that suits you will depend on your previous experience, qualifications and the career path you wish to follow.

Every learner attending our courses are registered as our student for the duration of the programme. DAL learners are required to pay a fee for their registered course. The fees are reviewed annually and published on our website.

#### **DAL is committed to:**

- offer a highly sought range of qualifications which provide up to date knowledge and lead to skills and understanding for all prospective learners
- ensure that there are robust and effective quality assurance mechanisms in place for its provision
- constantly monitor the courses to ensure that the quality standards are maintained and feedback any issues to the learners
- communicate regularly to all its community through newsletters and independently as required
- provide required training and networking events
- provide training and networking events for all staff, trainers and assessors
- ensure that its website is informative and up to date
- publish registration fee structure for courses on its website
- release certificates to successful learners within the time scale specified by the awarding bodies
- ensure that there is a responsive customer services support desk for general, existing and potential enquiries
- monitor and evaluate its performance and effectiveness through an annual feedback questionnaire to all learners

- take steps to ensure that the data held about its learners in any format is accurate, up-to-date and secure
- ensure its staff are polite, friendly, and courteous at all times
- speak courteously on the telephone and attempt to resolve any problems and answer any enquiry. If the staff member required is not available we will take a message and, where appropriate, ensure that they call you back within the same working day or that another member of staff deals with your call
- send an acknowledgement or response to all written correspondence, and any requests for information within 5 working days of receipt
- send an acknowledgement or response to your email within 2 working days
- ensure all applications are processed or acknowledged within 10 working days of receipt, subject to having all the relevant information
- monitor and evaluate its performance and effectiveness through feedback questionnaires to all learners registered on DAL courses.
- welcome complaints in an event of dissatisfaction and provide a respond within 10 working days of receipt of your complaint. Please refer to our Procedure 2.5 Complaints for further guidelines.
- promptly deal with enquiries and appeals in relation to relevant policy, and our response to any formal appeal will be issued not later than three months after the appeal was lodged with us.